

Notice of References Cited	Application/Control No. 10/608,989		Applicant(s)/Patent Under Reexamination KOTZIN, MICHAEL D.	
	Examiner David D. Knepper		Art Unit 2654	Page 1 of 1

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NON-PATENT DOCUMENTS

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	U	Newton, Harry, Newton's Telecom Dictionary, 1996, New York, NY, pages 375, 376 and 742.
	V	New Release, http://www.bell-labs.com/news/1998/february/6/1.html , Lucent Unveils Bell Labs Predictive Algorithms for Call Centers, 4 Feb 1998, Dallas, TX, pages 1-2.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.